



Welcome to NAVAL HOSPITAL JACKSONVILLE

Healing our Nation's Heroes

QUALITY OF CARE

We are agile, ready to support operational missions anytime, anywhere — from disaster relief to combat care, on the front lines. With our community partners, we collaborate on shared visions for regional and national quality.

COLLABORATION

Patient Perspectives



Operational Readiness



Medical Homeport — for your routine and urgent care needs

For patients with a Primary Care Manager (PCM) at NH Jax, your medical homeport team wants to see you for your preventive, routine and urgent care needs — to best plan and coordinate your care. The Hospital has six teams, BHC Mayport has three teams and BHC Kings Bay has two teams. BHC Albany and BHC Key West are sized so that staff provide continuity of care without forming teams. Please call Central Appointments & After-Hours Nurse Advice Line at 800-529-4677 to make appointments or obtain urgent care. In an emergency, call 911 or go to the closest ER. The Hospital's ER is open 24/7 and medical homeport teams have absorbed acute care clinic services.

Congratulations, sun safety artists!

With support from The Cummer Museum of Art & Gardens and The Oakleaf Club of Jacksonville, NH Jax kids created art with a message — vision and skin safety in the sun. Winners (clockwise, from top left): Grace Woods (age 12, Hospital), Cheyenne Berie Harp (age eight, BHC Mayport) and Rainia Darla M. Carasco (age five, Hospital).



Sign up for e-news!

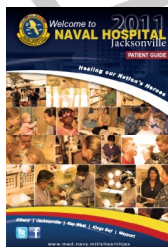
NH Jax — our hospital and five branch health clinics — wants to keep you updated.

To sign up for this e-newsletter, please e-mail
NHJaxConnect@med.navy.mil

NH Jax Patient Guide — your all-access tool

For contact information for patient care areas at all NH Jax locations (hospital and branch health clinics), check the 2011 Patient Guide, located in lobbies and on our website:

www.med.navy.mil/sites/nhjax.



"Wow! This is our 3rd baby delivered here at NH Jax and once again I'm blown away with the kind and professional care... I'd choose NH Jax any day."

Jill Ceragioli, Sep '10

**Central Appointments &
After-Hours Nurse Advice**
(800) 529-4677
(904) 542-4677

NHJAXCONNECT@MED.NAVY.MIL

PUBLIC AFFAIRS OFFICE

JULY 2011, ISSUE 2

News from TRICARE

- The new Young Adult Coverage — aligning TRICARE with the 2010 health care law — offers TRICARE Standard to qualified unmarried uniformed services dependents under age 26 who don't qualify for employer coverage, with a monthly premium of \$186. Apply at the TRICARE Service Center. Find out more at www.tricare.mil/tya.
- TRICARE covers well-child care for ages birth to 6 and annual physicals and immunizations for school for ages 5 to 11. TRICARE does not cover sports or camp physicals.
- TRICARE Health Benefits Advisors are at the hospital at (904) 542-9164, BHC Albany at (229) 639-5544, BHC Key West at (305) 293-4543, BHC Kings Bay at (912) 573-4228 and BHC Mayport at (904) 270-4255.



Beat the back-to-school rush

For school physicals and immunizations, see your Primary Care Manager (PCM) or Immunizations Clinic soon — don't wait until the week before school!

Preventive health screenings — adults & children

See your Primary Care Manager (PCM) to find out the screenings and immunizations you and your family need. For adults this includes cholesterol tests, vaccines, colonoscopies, paps and mammograms for women, and additional screenings for diabetics. If you get lab tests at an outside lab, be sure to bring results to your doctor at NH Jax.



Hospital construction



Completion is expected in early 2012, with 80% of the hospital renovated. New areas include physical & occupational therapy, operating rooms, intensive care and ear nose & throat. The new pharmacy is opening this month, and the Breast Care Center is opening this fall.

Pharmacy options



Refill prescriptions at 800-628-7427 (800-NAV-PHAR) or www.TRICAREonline.com. From DoD computers, order refills at the NH Jax website: www.med.navy.mil/sites/nhjax. Patients can also use TRICARE Mail Order Pharmacy at 877-363-1303 or www.express-scripts.com/TRICARE.

NH JAX BY THE NUMBERS

93% patient satisfaction (ICE)

88% patient satisfaction (Monitor)

Each and every day:

1,500 outpatient visits

12 admissions

125 ER VISITS

19 same-day surgeries

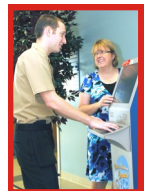
3,000 lab tests

2-3 new babies delivered

3,600 prescriptions

NH Jax is listening

Submit comments about your care at the ICE kiosks in the lobbies or click the ICE icon on our website: www.med.navy.mil/sites/nhjax. To join the Patient Advisory Council, please call (904) 542-9175 or email NHJaxCustomerService@med.navy.mil



“Like” Naval Hospital Jacksonville on

Facebook for news you can use — on care, services, and command status updates during natural disasters